

Abstract

**METHOD AND SYSTEM FOR CHANGING A COLLABORATING
CLIENT BEHAVIOR ACCORDING TO CONTEXT**

25 A collaboration client's behavior is changed according to
context while collaborating on an internet. An HTTP request from
a customer-side browser is sent to a web server via an
information terminal support server. The web server then sends
context in response to the request to the customer-side web
browser via the information terminal support server. The
30 information terminal support server then checks the contents
of the context, and when it is determined that there is
agreement with a predetermined condition, a command is
inserted into the context. Context without the command
inserted is sent to the customer-side web browser, and
35 context with the command inserted is sent to the agent-side
web browser. A client program of the agent-side information
terminal then reads the embedded command using an API
possessed by a web browser and carries out processing in
order to prohibit form submission and form alteration and
40 conceal specific forms or fields in accordance with the
contents of this command.